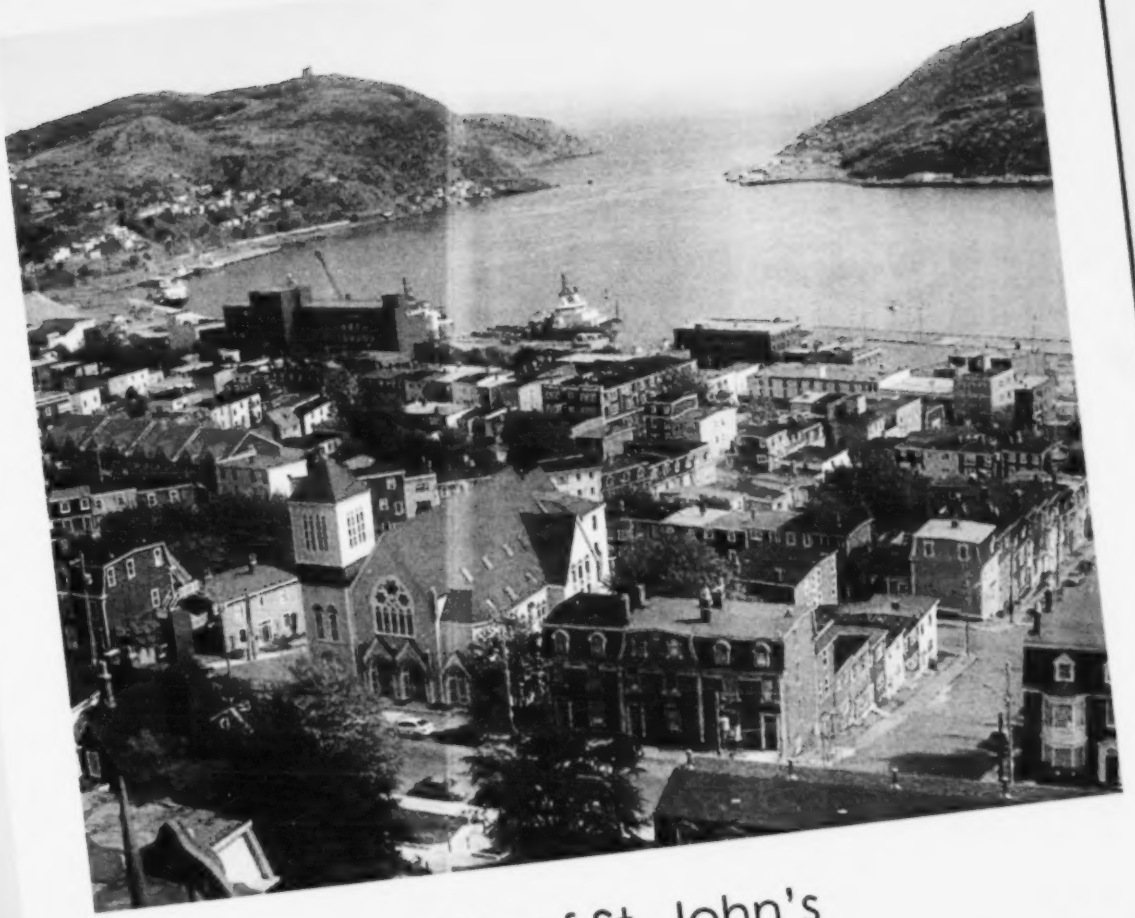
ANNUAL REPORT 2003



City of St. John's

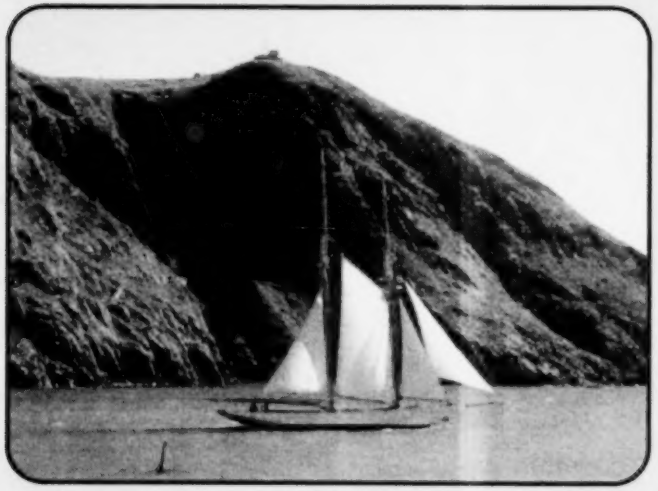
2008-05771

Front Cover Photography by David Hebbard

A City of Ocean Excellence

Thriving cosmopolitan capital. Vibrant tourism destination. World-renowned centre for science and education. Port city par excellence. The City of St. John's is all this and more.

The history of St. John's is a history of the ocean. A vast and resource-rich expanse of ocean has shaped the way we live and play, the way we think and do business. From the fishery and offshore energy industry, to ocean technology and tourism, it has inspired us to become a Centre of Ocean Excellence.



Sailboat at the entrance to St. John's Harbour with Cabot Tower in the distance.

From our unique location on the North Atlantic, St. John's companies have become experts at the development of innovative ocean technologies. The city's more than 3,700 businesses are creating success stories around the world with an entrepreneurial spirit nurtured from more than 500 years of export and trade.

From ancient folk songs to chart-topping pop songs, from the traditional to the avant-garde, no aspect of culture in the City of St. John's is untouched by the ocean's influence. The ocean is our greatest symbol and our greatest inspiration.

Message from the Mayor

I am pleased, on behalf of St. John's City Council, to present the City's 2003 Annual Report. This report highlights many of the programs, services and projects undertaken by our municipal government during the year.

During 2003, the City completed its extensive public consultation for its review of the St. John's Municipal Plan, which came into legal effect on December 5, 2003.

The City administered its annual operating and capital budget of more than $128 million in 2003 and continued its pay-as-you-go policy for capital works financing. This fiscal approach has enabled the City to reduce debt servicing charges and increase capital expenditures. In 2003, the City's capital budget from revenue was $8.7 million with debt charges of $12.1 million.

2003 saw the start of construction of two major infrastructure projects, the St. John's Harbour Clean-Up and the Windsor Lake Water Filtration Plant.

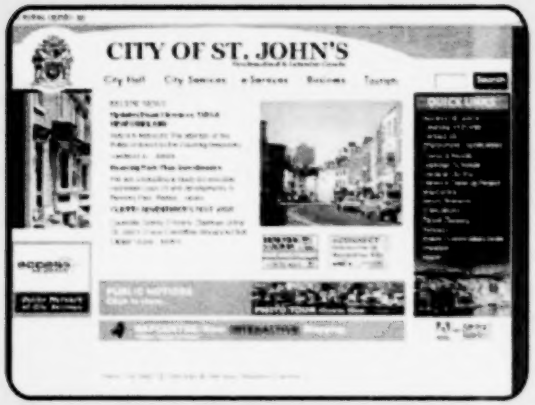
Excavation for the primary treatment plant is expected to be completed in 2005 with the new $93 million treatment facility being completed by 2007. By the spring of 2006, the $31 million filtration plant will be delivering fully treated water from Windsor Lake.

In 2003, the City implemented the second component of the multi-component Citizen Service Strategy, a new website, www.stjohns.ca. The site contains an interactive e-services portal using the theme *Access St. John's*, which provides citizens a range of information about City programs and services

The City's success over the past year could not have been realized without the efforts of our more than 1,000 employees. These individuals take great pride in working for the betterment of the City and all of its citizens. Together we will continue to develop programs and policies which build a prosperous and progressive city.

Andy Wells
Mayor

Meeting the Needs of our Citizens



The second component of the three-component Citizen Service Strategy, "Access St. John's - One stop City Service" was implemented in February of 2003.

The City officially launched its new website which contains a myriad of information about the City, the programs and services it offers to its citizens and the business community as well as information of interest to visitors.

The site also contains an interactive e-services portal, *Access St. John's*, which provides citizens access to information dealing with:

- property assessments;
- garbage collection routes;
- street cleaning dates;
- snow clearing procedures;
- recreation programs;
- forms and permits;
- employment opportunities;
- public tenders;
- and a map centre.

Providing Affordable Housing Options

The City of St. John's, through the Non Profit Housing Division, opened its first units on Forest Road in 1982. The purpose of the housing division is to provide quality, affordable housing to low and moderate income individuals and families at rents which are based on the lower end of the market.

The City of St. John's is the second largest provider of subsidized housing in the St. John's area. Since 1982, a total of 424 units have been constructed for residents of St. John's at a total cost of more than $32 million. Housing provided by the City of St. John's falls into two distinct categories, fixed rental rates that reflect the lower end of the housing market and subsidized housing based on a person's income. It is unique in terms of the flexibility in allocating housing to different target groups from low to moderate income.

Keeping the City in Shape: Capital Investment

On an annual basis, the City of St. John's invests in a variety of strategic infrastructure projects. Some of the major construction activities in 2003 were related to storm water and surface drainage improvements identified subsequent to the major rainfall event of Hurricane Gabrielle in 2001. These projects included the installation of large diameter trunk storm sewer systems in the Mundy Pond, Shea Heights, Kelly's Brook valley, Northeast Land Assembly and Queen's River areas of the City; as well as the construction of new bridges at Newfoundland Drive, Guzzwell Drive and Bay Bulls Road.

Other projects included the upgrading of the water transmission main to Kilbride through Bowring Park and the upgrading of the water transmission main to Downtown through Prescott Street. Also, the City upgraded Doyle's Road Extension, Mountainview Drive, and Beaverbrook Drive from rural to urban standard including the installation of local storm sewers. In addition, the City undertook other major municipal infrastructure projects related to streets rehabilitation, sidewalks, water & sewer, storm drainage, retaining walls, and traffic signals.

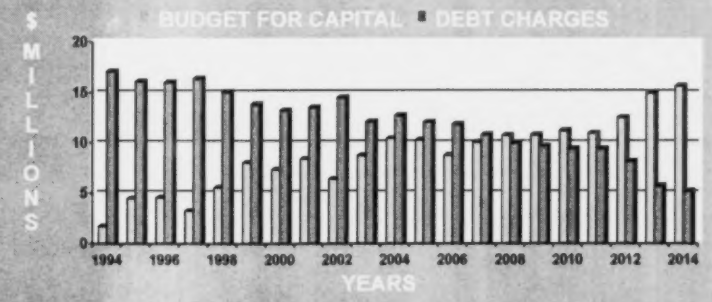
Funding for these projects was provided through internally generated revenues and through a $30 million three-year 50/50 cost-sharing program with the Government of Newfoundland and Labrador. Approximately $3.7 million was funded from revenues and $15.4 million from the cost-sharing program. Most of these projects were completed within the calendar year, however, others continued into 2004.

2003 saw the start of construction of two major infrastructure projects, the Windsor Lake Water Filtration Plant and the St. John's Harbour Clean Up. A $15.4 million contract was let for the excavation of 700,000 cubic meters of rock to prepare the Southside Road site for the primary treatment plant. Excavation for the plant is expected to be completed in 2005 with the new $93 million treatment facility being completed by 2007. As well, contracts were let to begin the construction of the $31 million water filtration plant to improve the water quality and safety of water supplied from Windsor Lake. The plant is anticipated to be completed in the spring of 2006.

Capital Works: Pay-as-You-Go Financing

The City of St. John's has adopted a "pay-as-you-go" approach to capital works financing. The result has been a reduction in debt servicing charges and an increase in capital expenditures.

In 1994 when the pay-as-you-go policy was first introduced, the City's capital budget was $1.7 million and debt charges were $17 million. In 2003, the City's capital budget from revenue was $8.7 million with debt charges of $12.1 million. By 2008, the City's contribution to capital and debt servicing is projected to be the same - $10 million, and by 2014, the capital program put of revenue will be $15.6 million with debt charges of $5.2 million.



Consulting our Citizens: Municipal Plan Review

During 2003, the City completed its review of the St. John's Municipal Plan. The review culminated in Council's adoption and approval of a new Municipal Plan, which came into legal effect on December 5, 2003.

The St. John's Municipal Plan is Council's policy document on land use and future development. It is adopted and approved by Council under the authority of the Urban and Rural Planning Act. The Municipal Plan contains policy statements and maps which show land-use districts, planning areas, environmentally valuable areas, heritage areas, and other information. The St. John's Development Regulations, which include zoning maps, derive their authority from the St. John's Municipal Plan.

The City carried out extensive public consultation for the Municipal Plan review, including:
- newspaper ads;
- letters to property owners affected by proposed changes;
- one-on-one meetings with community and neighbourhood groups, business groups, the construction industry, environmental and heritage groups, and other levels of government;
- a series of public meetings covering all 21 planning areas of the city;
- a series of open houses to present the draft Municipal Plan; and
- a public hearing to discuss the Plan as adopted by Council.

The aim was to consult widely to ensure that the Municipal Plan balanced different interests while accommodating future growth and making best use of our resources.

Household Hazardous Waste

Since 1993, the City of St. John's has been hosting a Household Hazardous Waste Collection program under the guidance of the Department of Engineering's Environmental Initiatives Division.

In 2003, Household Hazardous Waste Collection events were held on April 26, June 7, September 16 and October 25. The total cost of the program was $57,200. The City collected a total of 44,450 litres of household hazardous waste.

This program has been a success in providing the residents of St. John's with an opportunity to dispose of household hazardous chemicals in a safe and environmentally responsible manner.

Protecting our Citizens: Regional Fire Services

The St. John's Regional Fire Department (SJRFD) consists of seven fire stations, six of which are staffed by paid full-time fire fighters 24 hours/day and one (Goulds) operated by paid full-time fire fighters 8 hours/day (Monday - Friday). The Department provides fire protection to the Cities of St. John's and Mount Pearl, and the Towns of Paradise and Petty Harbour/Maddox Cove. The Fire Stations are strategically situated at the following locations:

Central Fire Station - new location Harvey Road
Kent's Pond Fire Station - Portugal Cove Road
West End Fire Station - LeMarchant Road
Brookfield Fire Station - Topsail Road
Kenmount Fire Station - O'Leary Avenue
Mount Pearl Fire Station - Olympic Drive
Goulds Fire Station - Main Road, Goulds

In 2003, the SJRFD responded to 4,158 emergencies and alarms and allocated a total budget of $16.5 million.

Emergency Protection Services provided by the SJRFD include:
- Fire Response
- Medical Response
- Motor Vehicle Extrication
- Cliff Rescue
- Cold Water Rescue
- Hazardous Materials Response
- Fire Inspections
- Pre-Fire Planning
- Operation of the 911 Emergency System for the North East Avalon Peninsula

Fire prevention remained a priority for the Department in its effort to fight fires with knowledge. Among noteworthy activities for the year, the SJRFD:
- conducted 1,788 fire prevention inspections at residential, business and public structures
- delivered 62 fire safety training/lectures and conducted 28 fire drills.
- held 335 meetings and consultations.

Firefighters Challenge

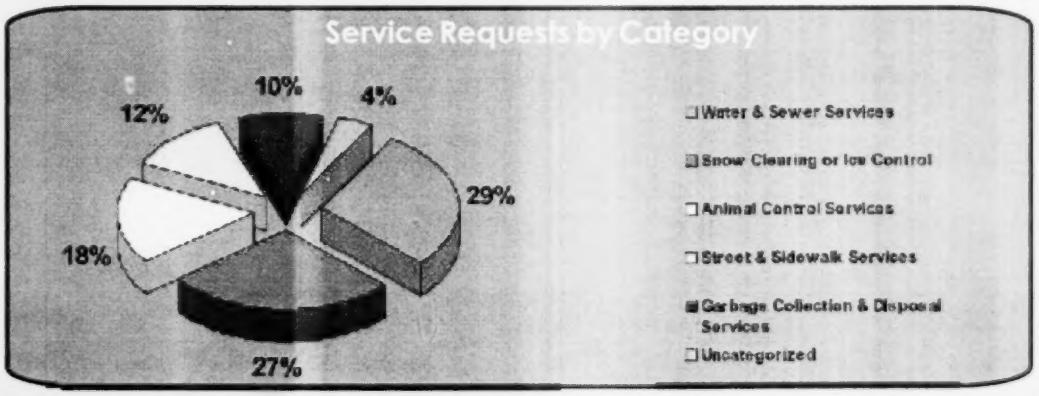
Firefighters from Atlantic Canada were at Mile One Stadium in July to compete in the Atlantic Regional Scott Canadian Firefighter Combat Challenge. Known as the "Toughest Two Minutes in Sports", the combat challenge tests firefighters' skills in a competitive sports event. Firefighters were competing to better their individual times and for the right to compete at the national competition. Members of the SJRFD had an exceptional weekend both as teams and as individuals. Firefighter Gerard Hayes finished in first place, Robin Barrett finished in second place, and Deputy Chief Jack Hickey finished second in the over 40 category. The SJRFD No. 1 team finished in first place in the relay race as well as in the team event.

Delivering Municipal Services: Public Works and Parks

The Department of Public Works & Parks is committed to utilizing its resources of employees, equipment, and materials to deliver municipal services as economically, efficiently and effectively as possible while responding to the needs of the residents and businesses of St. John's. In 2003, employees of the Department of Public Works and Parks:

- maintained 1,203 lane-kilometres of asphalt, traffic signs, and lights;
- cleared all streets of snow, ice, and debris (workers spread 28,468 tonnes of salt and 1,372 tonnes of sand to control street icing);
- attended to 474 kilometres of water mains and 716 kilometres of sanitary and storm sewer mains;
- cleared 1,471 sewer lateral blockages, completed 117 sewer lateral and 150 water lateral excavations;
- repaired 80 water main breaks and flushed 194 blocked sewer mains;
- maintained 40 parks, 3060 hectares of open space, 87 playgrounds, 48 sports fields and 27 basketball and tennis facilities;
- managed 112 kilometres of trails and attended to more than 35,000 mature trees;
- managed the Robin Hood Bay landfill as a regional facility for the Northeast Avalon and Conception Bay North and collected 29,051 tonnes of garbage from 32,000 units;
- maintained the City's fleet of over 400 vehicles;
- attended to the needs of lost, abandoned or injured animals. The Animal Control Division handled 2,516 animals in 2003, with 469 being reclaimed or adopted.

In 2003, employees responded to 29,904 service requests, up 31% from 2002. One of the reasons for the dramatic increase in the number of calls was the implementation of a new 24 hour computerized complaint tracking system.



Summary of Service Evaluation Results

Item (Maximum rating = 3.0)	2003			
	Jan-Mar	April-June	July-Sept	Oct-Dec
Switchboard Operator:				
Promptness	2.8	2.6	2.9	2.9
Attitude	2.8	2.6	2.9	2.8
Understanding of Problem	2.8	2.6	2.9	2.8
On-site Supervisor:				
Attitude	3.0	2.7	2.9	2.9
Kept Informed of progress	2.9	2.6	2.9	2.8
Work Crew				
Attitude	3.0	2.7	2.9	2.8
Efficiency	3.0	2.7	2.9	2.9
General				
Work Completed in a Timely Manner	2.9	2.7	2.8	2.6
Overall Rating of Service	2.9	2.7	2.9	2.6

Data is based on 156 respondents who received a direct service.

Road Weather Information System

The City has implemented two RWIS (Road Weather Information System) stations. The RWIS was installed, and is owned and operated by AMEC Earth & Environmental Ltd. RWIS is a remote sensing station which transmits real-time weather data and pavement and ground temperatures to a central location. This data is analyzed and weather and pavement temperature trends are used as a forecasting aid to predict when ice will form on the pavement. There are many benefits resulting from the system - specifically help in making ice control decisions in early and late winter. The RWIS will also reduce road salt usage and associated environmental and financial costs, and improve the response time for snow clearing service to the citizens of St. John's.

Promoting a Healthy Community: Recreation and Leisure

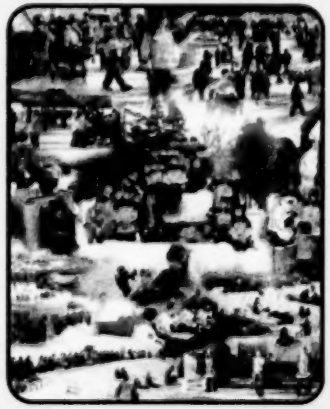
The Department of Recreation is committed to enhancing the quality of life of citizens of St. John's through the provision of a diverse range of recreation and leisure opportunities.

In 2003, the City of St. John's Recreation Department partnered with Aliant Telecom, the College of the North Atlantic and a number of other sponsors to plan and execute an outdoor family fun day in February at Bowring Park. The 2003 Aliant Winterlude Family Fun Day was one of four events that comprised the 2003 Aliant Winterlude. Other anchor events included the Confederation Cup High School Hockey Challenge, the Our Lady Peace Concert at Mile One Stadium and a St. John's Maple Leafs hockey game. In excess of 2500 people attended the 2003 Aliant Winterlude Family Fun Day and enjoyed the free activities, entertainment and refreshments provided by 154 staff and volunteers.

The Recreation Department hosted the Annual Tree Lighting Ceremony at its new venue in Bowring Park. The Tree Lighting Ceremony brought the duck pond to life with traditional Christmas music and beautiful lights to celebrate the festive season.

The annual Wedgewood Park Crush Junior Open Tennis Tournament was held July 28 - August 1. This tournament is the biggest recreational non-ranking tournament in Newfoundland. Major sponsors of the event were Browning Harvey and the City of St. John's. Ninety youth between the ages of 6-18 years participated in the event.

The Community Development Division worked with a variety of community-based organizations throughout 2003 including arts, service, recreation and parks, sports, youth organizations and neighborhood groups, among others. In total, the Division worked with 145 community organizations on 287 initiatives.



Highlights:

- More than 3,800 hours were volunteered by youth, seniors, and special event volunteers;

- 866 participants were placed in the R.E.A.L. program, an initiative to provide financial assistance to children and youth, who due to their financial circumstances, are unable to participate in registered recreation activities. This was an increase of 55 % over the 480 participants placed in 2002;

- 1,016 people participated in Swimming Lesson Programs and over 55,000 users participated in Public Swims at the H.G.R. Mews Community Centre and the Wedgewood Park Recreation Centre;

- More than 24,359 people participated in dryland and aquatic fitness programs, an increase of 1,359 over 2002;

- The St. John's Recreation Centre, Buckmaster Circle recorded 19, 352 visitors;

- 3,775 seniors registered in Seniors Outreach Programs including community programs, bus outings and special events.

Youth Cultural Visit

Front row (l-r)
Donal Moore, Waterford City, Ms. Heather Hickman, City of St. John's, Mayor Tom Cunningham, Waterford City, Councillor Frank Galgay, City of St. John's, Susan Wyse.

Back row (l-r)
Caroline Orr, Garter Lane Arts Centre, Waterford City, Janelle Hickey, Amber Penney, Duncan Major, Allan Sweeney, Paddy Greene, Michelle Heath, Neil MacKenzie, City of St. John's, Janine Brophy, Rosemary Galgay, Sinead Dooley, Waterford City Council.

With the signing of the "Twinning Agreement" between the City of St. John's and Waterford City, Ireland in 2002, the City's Department of Recreation offered the opportunity for eight youth to take part in a cultural visit to Waterford City. The eight youth were chosen by way of an application and interview process.

In July 2003 the St. John's group, along with Councillor Frank Galgay and staff, visited Waterford City Hall built in 1873. They were greeted by then Mayor Tom Cunningham. During their tour the youth delegation visited castles, museums, and spent an afternoon of recreational activities with a youth group.

The youth represented the City well and thoroughly enjoyed learning more about Irish culture and found many similarities between the two cities.

The Advancing Economy

To reflect the contribution of culture to the city's economy and quality of life, the City of St. John's has integrated culture into the Department of Economic Development, Tourism & Culture. The Department continues to work with partners in industry and government to develop strategies which will support the expansion of the local economy.

The St. John's economy grew by 7.4% 9in 2003 to total $7.12 billion. This GDP growth was driven by the oil and service sectors: oil production increased by nearly 18% and the service sector was buoyed by increased activity in the transportation, trade and tourism industries. Employment grew by 1.3% to 88,900 driven mainly by job gains in wholesale and retail trade; transportation and warehousing; and accommodation and food services.

Strong economic growth attracted more in-migrants resulting in population gains and near record housing starts.

The number of business occupancies recorded by the City reached 3,728, an increase of 3.5% over 2002; 349 were classified as home-based businesses and 605 were located in the downtown.

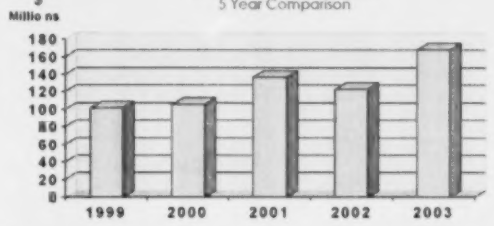
Capital investment remained strong throughout 2003 with a total of 4,411 building permits issued by the City totaling $167.8 million. Some of the major construction projects undertaken in the City included:

	$ Million
- Bonaventure Place Condominiums;	4.0
- City Honda, 547 Kenmount Road;	1.1
- Ecole Francais, Ridge Road;	4.6
- Gentara Building, 348 Water Street;	1.1
- Harbour Clean-up, Southside Road;	15.4
- Harbour View Hotel, Water Street;	1.2
- 156 Old Bay Bulls Road;	1.0
- Inco Innovation Centre, Elizabeth Avenue;	1.9
- Duckworth Street Inn, Duckworth Street;	5.0
-McKinlay Place Condominiums, 49 Lemarchant Road;	2.2
- Pier 7, Phase 2, Harbour Drive;	1.7
- Pier 15 & Pier 16, Water Street;	7.0
- Public Service Credit Union, 403 Empire Avenue;	1.1
- Capital Hotel, 208 Kenmount Road;	5.6
- St. Kevin's Junior High, 440 - 448 Main Road.	1.1

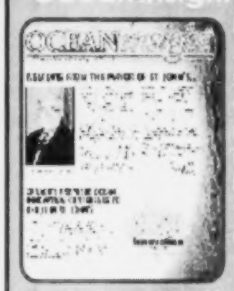
Economic Indicators
St. John's Metro, 2003

Indicator	Value	% Change 2002 - 2003
Real GDP (1997$ M)	7,121	7.4
Personal Income	5,383	4.4
Retail Trade ($M)	2,489	3.9
Housing Starts	1,604	18.0
CPI (1997=100)	111.6	2.9
Employment	88,900	1.3
Unemployment Rate	9.6%	0.7pts
Labour Force Participation Rate	68.3%	0.7pts
Population	178,669	0.8

Total Value of Construction
5 Year Comparison



Ocean insight



In 2003, Economic Development St. John's continued with its ongoing strategy to establish St. John's as a Centre of Ocean Excellence. A new newsletter, *Ocean insight*, was introduced to bring this message to local, national and international stakeholders and to present some of the individuals and companies delivering this capability in the global marketplace.

In addition, the City declared the third week in October as Ocean Industries Week to profile events which highlight the economic importance of ocean industries to the City of St. John's and the province of Newfoundland and Labrador.

Steady Growth in Tourism Sector

The tourism industry in St. John's recorded another strong performance in 2003. The city played host to a total of 1,066,995 visitors with the number of out of province visitors increasing 1.3% to 330,995. Out of province visitors spent an estimated $131.6 million in St. John's in 2003, up 7.5% over the $122.4 million spent during the previous year.

Highlights

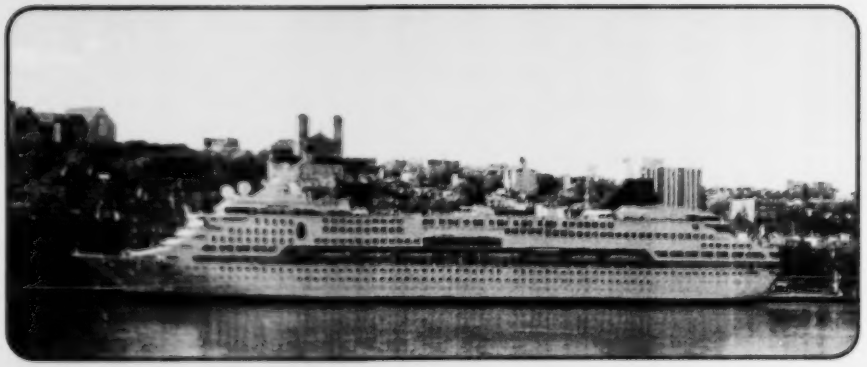
A number of projects were spearheaded in 2003. Chief among these were:

- Seatrade Cruise Conference
- Heritage Days
- Welcome Sign Program
- Heritage Plaque Program
- Visit of the *Jeanie Johnston* tall ship from Ireland
- RCMP Musical Ride

Cruise Visitation

The port city of St. John's hosted 16 cruise ships carrying 8,108 passengers and 4,782 crew. Four cruise lines utilized St. John's as a home port/turn around port for expedition cruises featuring Newfoundland and Labrador and northern itineraries, while seven cruise lines made port calls as part of transatlantic cruise programs.

Highlights of the season which began in May and continued until September included three visits by Le Compagnie des Iles du Ponant's, *LeLevant*; four visits by Holland America's *Rotterdam*; and the inaugural visit to port by Crystal Cruise Line's *Crystal Symphony*. Clipper Cruises, Transocean Tours, Hapag Lloyd, Peregrine Adventures, Polar Star Expeditions, Adventure Canada, Norwegian Cruise Line and Seabourn Cruise Line continued to schedule return cruise ship visits to St. John's as part of their annual cruise programs.



Cultivating a Creative City

Art Procurement

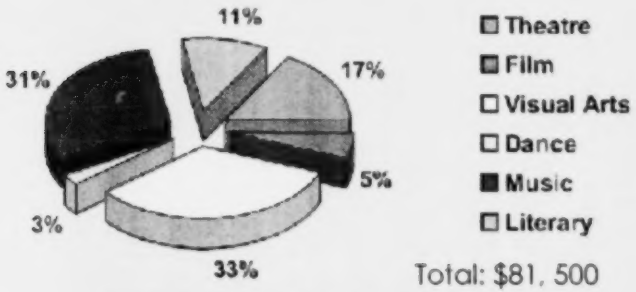
In 2003, Council doubled its Art Procurement Budget to $20,000 and added 24 new pieces to its civic art collection.

As per the recommendation of the PHB Group report, "Proposal for Consolidation and Redevelopment: Art Work and Memorabilia in the Great Hall and Associated Spaces", to use the Great Hall (renamed Wyatt Hall) for temporary exhibits, the 2003 procurement was hung in a temporary exhibit space of Wyatt Hall.

City as Canvas: Murals Projects

- The Great Fire Mural on the Beck's Cove pumphouse was researched and partially restored.
- The City supported Terminus 1525, a national project that encourages the development of youth art. The project used the Water Street off ramp facing inside wall for a permanent mural created by young St. John's artists.
- The City commissioned a train mural to commemorate the opening of the Railway Coastal Museum.

Grants to Artists by Artistic Discipline
City of St. John's, 2003



Total: $81, 500

Preserving Our Built Heritage

The City acquired the former Railway Station from the Federal government and transferred ownership to the Newfoundland Railway Coastal Museum Foundation established by the Johnson Family Foundation. This partnership facilitated the adaptive re-use of the Railway Station. The restored building is an important tourist attraction for the City and a fitting gateway to the start of the Trans Canada Trail. In January 2003 the City moved its Archives and Record Management division from City Hall to the former Railway Station.

The preservation of the long history of the City and the organization of our records are key to the institutional memory of the City.

City Archives include:

- property records
- 20,000 photographs of the City; and
- maps of the City back to the early 1800's.

These records assist us in our understanding of current issues and are a boon to those who are interested in our history.

Our Commitment to Employee Safety and Wellness

Hazard Assessment

In 2003 the Occupational Health and Safety Division initiated a hazard assessment program to identify, evaluate and control workplace safety hazards. Two person teams, consisting of a Foreperson/Supervisor and an employee, were formed in various work areas and educated on the program. A plan to conduct the assessments and follow up on findings has been developed and will be carried out over the next two years.

Disability Management

On June 24, 2003, the City of St. John's Disability Management Policy/Program was passed by Council. The purpose of the Disability Management Program is to promote the effective reintegration of employees with disabilities and minimizes the loss of expertise and productive potential for the City. The Disability Management Program is co-operative, consistent and uses modified work, ease back, rehabilitation strategies, job placement and follow-up to ensure that a disabled employee remains at work or quickly returns to safe, productive and meaningful work.

Skills Development

The Department of Human Resources, in cooperation with department managers support training and development as a critical investment in our human resources. In 2003, the City of St. John's training division coordinated and/or delivered numerous training programs. These programs include but are not limited to Fire Service Leadership for development of future managers, Service Excellence programs, Workplace Harassment Awareness, and development training for Fleet mechanics. The City strongly believes that individual employee development is critical to the growth of the organization and employee satisfaction.

Award Winning Partnerships

The City received the 2003 Canadian Association of Municipal Administrators National Award in the category of "Development of Effective & Successful Partnerships". The partners were the Human Resources Department, Corporate & Information Services Department and all four City Union Locals. The project offered a basic computer skills course for City employees who do not normally use computers in their day to day work. With the ongoing increase of computer usage both at work and home (we even have computers in our snow plows!), demand for this course was great.

Report from the City Treasurer

To the Citizens of St. John's:

I am pleased to present the Consolidated Financial Statements of the City of St. John's for the year ended December 31, 2003.

The total consolidated revenues for the year amounted to $146,852,307 while consolidated operating expenditures amounted to $145,729,070 for an operating surplus of $1,123,237 compared to a consolidated budgeted deficit of $602,720. This difference of $1,726,000 represents a variance of approximately 1.2% on budgeted revenues. In addition to the operating expenditures, the financial statements show a further $10,287,049 in expenses that are based on actuarially determined accruals for employee future non-pension and pension benefits. While these are not current expenditures, they are a current recognition of expenditures that will be made in future to provide health, pension and other benefits to retirees. Newly adopted generally accepted accounting principles require that these costs be recognized and recorded while employees are still at work.

The City's major sources of revenue in 2003 included various taxes, which provided 66.2% of consolidated City revenue, the Provincial share of debt service cost on cost-shared projects (4.9% of revenue) and the Municipal Operating Grant from the Province which contributed 3.2%. Operating revenues from the St. John's Transportation Commission contributed 3.6% of gross consolidated revenues while St. John's Sports & Entertainment Ltd., which operates Mile One Stadium and the St. John's Convention Centre, contributed a further 5.9%. Overall, revenues were up by just 1.25% over 2002 while expenditures were up by 3.6%.

Major expenditures in 2003 included debt service, net of the Provincial share, at 10.5% of total consolidated operating expenditures, fire protection at 9.1%, snow clearing at 7.2% and the supply of water at 6.1%. The operations of the St. John's Transportation Commission comprised 7.8% of operating expenditures and the operations of St. John's Sports & Entertainment Ltd. a further 7.1%.

Major expenditures in 2003 included debt service, net of the Provincial share, at 10.5% of total consolidated operating expenditures, fire protection at 9.1%, snow clearing at 7.2% and the supply of water at 6.1%. The operations of the St. John's Transportation Commission comprised 7.8% of operating expenditures and the operations of St. John's Sports & Entertainment Ltd. a further 7.1%.

Capital Expenditures in 2003 amounted to a total of approximately $44,458,000. Major projects included the new Central Fire Station, streets rehabilitation and water works, including the new Windsor Lake filtration plant, upgrading at Bay Bulls Big Pond, as well as replacement and upgrading of water lines. Funding for these capital projects was provided by allocations from revenue and reserves (approximately $13.1 million) and borrowing on cost-shared programs with the Federal and Provincial governments, including the Harbour Clean-Up Program and the Provincial 2002-2004 Multi-Year Capital Works Program.

As noted above, one item that had a major impact on our 2003 financial statements, but not on our financial position, is the new accounting requirement that we record, on a retroactive basis, the cost of providing benefits such as life insurance and health care to current employees after they retire. In other words, we have to recognize now, on an estimated basis, a portion of a cost which will be incurred many years from now. This requirement has created a liability of $35,000,000 on our balance sheet along with a similar offsetting deficit amount. There is no requirement that the City fund these amounts so there is no impact on our current financial position. Comments included in Notes 1 and 2 outline the requirements.

This annual report includes the Auditor's Report on the Consolidated Financial Statement and, as in past years, provides a clear opinion on the statements.

Robert G. Bishop, C.A.

Director of Finance and City Treasurer

CITY OF ST. JOHN'S
Consolidated Financial Statements
December 31, 2003

Contents

Auditors' Report....16

Consolidated Statement of Revenue and Expenditure....17

Consolidated Balance Sheet....18

Consolidated Statement of Cash Flows....19

Supplementary Schedules
- Schedule of Debenture Debt....20
- Schedule of Long Term Debt....21-22
- Schedule of Mortgages - Urban Living Non-Profit Housing....23
- Schedule of Revenue....24-25
- Schedule of Expenditure....26-27
- Schedule of Capital Expenditures....28

Notes to the Consolidated Financial Statements....29-37

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Auditors' Report

To His Worship the Mayor and Councillors
City of St. John's

We have audited the consolidated balance sheet of the City of St. John's as at December 31, 2003 and the consolidated statements of revenue and expenditure and cash flows for the year then ended. These financial statements are the responsibility of the City's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these consolidated financial statements present fairly, in all material respects, the financial position of the City as at December 31, 2003 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

The financial statements as at December 31, 2002 and for the year then ended were audited by another firm of chartered accountants who expressed an opinion without reservation on those statements in their report dated June 17, 2003.

Deloitte & Touche LLP

Chartered Accountants
August 13, 2004

CITY OF ST. JOHN'S

Consolidated Statement of Revenue and Expenditure
Year Ended December 31

	2003		2002
	Actual	Budget	Actual
	$	$	$
REVENUE			
Taxation	**84,464,793**	83,893,400	83,265,227
Grants from other governments	**11,986,691**	12,409,030	11,977,043
Sales of goods and services	**21,483,816**	20,610,780	20,922,080
Other revenue from own sources	**6,312,671**	4,785,260	5,747,645
Grants in lieu of taxes	**3,674,753**	3,263,000	3,503,642
Other transfers	**1,031,371**	900,000	558,177
Urban living non-profit housing	**3,903,109**	3,766,640	4,715,635
St. John's Transportation Commission	**5,363,790**	5,432,650	4,706,109
St. John's Sports & Entertainment Ltd.	**8,631,313**	8,379,080	9,638,956
	146,852,307	143,439,840	145,034,514
EXPENDITURE			
General government services	**19,343,235**	19,293,230	16,168,669
Fiscal services	**20,182,294**	21,169,300	20,535,347
Transportation services	**22,555,231**	21,692,840	21,746,582
Protective services	**17,996,784**	17,712,050	16,514,098
Environmental health services	**13,776,594**	14,088,510	13,769,377
Recreation and cultural services	**9,435,943**	9,147,040	8,702,578
Environmental development services	**2,656,753**	2,915,110	2,606,938
Transfers to reserves and other funds	**14,122,816**	13,183,900	15,751,430
Urban living non-profit housing	**3,932,489**	3,783,880	4,788,067
St. John's Transportation Commission	**11,399,448**	11,092,140	9,995,489
St. John's Sports & Entertainment Ltd.	**10,327,483**	9,964,560	10,139,846
	145,729,070	144,042,560	140,718,421
EXCESS OF REVENUE OVER EXPENDITURE BEFORE UNDERNOTED ITEM	**1,123,237**	(602,720)	4,316,093
Increase in employee future benefit and accrued pension benefits	**10,287,049**	-	-
EXCESS OF EXPENDITURE OVER REVENUE	**(9,163,812)**	(602,720)	4,316,093

CITY OF ST. JOHN'S

Consolidated Balance Sheet

Year Ended December 31

	2003 $	2002 $	
ASSETS			
CURRENT			
Receivables (Note 3)	15,699,095	16,113,897	(414,802)
Inventories of materials and supplies	2,795,565	2,658,720	136,845
Prepaid expenditures	835,652	1,299,362	(463,710)
Restricted cash deposits (Note 4)	642,111	567,438	74,673
	19,972,423	20,639,417	
PROPERTY AND EQUIPMENT (Note 5)	521,682,207	481,500,676	
INVESTMENTS IN RENTAL HOUSING PROJECTS	534,016	551,867	
UNAMORTIZED BOND DISCOUNT	178,922	211,402	
ASSESSMENTS RECEIVABLE	1,491,357	2,658,198	
ACCRUED PENSION BENEFITS (Note 6)	-	8,000,610	
REPLACEMENT RESERVE FUND (Note 8)	261,056	408,275	
	544,119,981	513,970,445	
LIABILITIES			
CURRENT			
Bank indebtedness	12,834,899	5,858,670	
Payables and accruals (Note 9)	20,033,062	15,671,467	
Current portion of deferred grants (Note 10)	3,154,713	3,625,517	
Current portion of debenture and long term debt (Notes 11 & 12)	5,146,753	4,818,454	
	41,169,427	29,974,108	
DEFERRED GRANTS (Note 10)	37,598,426	33,334,448	
DEBENTURE DEBT (Note 11)	61,534,908	63,925,223	
LONG TERM DEBT (Note 12)	26,974,242	28,616,206	
ACCRUED SEVERANCE PAY	6,729,115	6,032,475	
ACCRUED PENSION BENEFITS (Note 6)	457,519	-	8,458,129
EMPLOYEE FUTURE BENEFITS (Note 7)	35,015,204	32,849,041	2,166,163
ASSESSMENT CREDITS	1,491,357	2,658,198	
TRUST FUNDS PAYABLE	210,666	213,610	
	211,180,864	197,603,309	
EQUITY			
Reserves (Note 13)	30,852,321	22,845,919	
Investment in capital assets (Note 14)	282,204,753	266,221,903	
Contributed surplus (Note 15)	60,590,721	58,844,180	
Deficit (Note 16)	(40,708,678)	(31,544,866)	
	332,939,117	316,367,136	
	544,119,981	513,970,445	

ON BEHALF OF THE COUNCIL:

Mayor

Director of Finance and City Treasurer

CITY OF ST. JOHN'S

Statement of Cash Flows
Year Ended December 31

	2003 $	2002 $
OPERATING ACTIVITIES		
Excess of revenue over expenditure (expenditure over revenue)	**(9,163,812)**	4,316,093
Adjustments for:		
Accrued pension benefits	**8,458,129**	1,200,670
Employee future benefits	**2,166,163**	-
Accrued severance pay	**696,636**	(377,135)
Change in non-cash operating working capital (Note 17)	**5,028,591**	(5,220,021)
	7,185,707	(80,393)
FINANCING ACTIVITIES		
Increase (decrease) in deferred grants	**3,793,175**	(3,471,226)
Proceeds from debenture debt	**11,000,000**	16,500,000
Proceeds from long term debt	**736,000**	672,000
Repayment of		
Debenture debt	**(13,265,315)**	(5,652,125)
Long term debt	**(2,174,663)**	(19,342,333)
Increase in equity accounts		
Reserves (Note 13)	**8,006,402**	6,371,402
Investment in capital assets (Note 14)	**15,982,848**	13,570,350
Contributed surplus (Note 15)	**1,746,540**	348,384
Other	**176,757**	641,639
	26,001,744	9,638,091
INVESTING ACTIVITIES		
Purchase of property and equipment	**(44,458,055)**	(22,466,065)
Disposal of property and equipment	**4,276,523**	9,665,896
Investment in rental housing projects	**17,852**	16,739
	(40,163,680)	(12,783,430)
NET INCREASE IN BANK INDEBTEDNESS	**(6,976,229)**	(3,225,732)
BANK INDEBTEDNESS, BEGINNING OF YEAR	**(5,858,670)**	(2,632,938)
BANK INDEBTEDNESS, END OF YEAR	**(12,834,899)**	(5,858,670)

CITY OF ST. JOHN'S
Schedule of Debenture Debt
Year Ended December 31

Schedule 1

Date of Maturity	Interest Rate	Amount Issued	Amount Outstanding	Sinking Funds Available	Current Portion due in 2004
		$	$	$	$
Nov. 2004	13.500%	6,000,000	5,325,000	5,345,290	-
Dec. 2005	11.250%	5,000,000	839,000	847,537	-
Dec. 2006	10.500%	6,000,000	1,534,000	1,567,638	-
Dec. 2007	6.150%	10,000,000	1,959,000	547	250,000
Dec. 2008	11.125%	6,000,000	2,915,000	533,050	150,000
Dec. 2009	10.500%	7,000,000	2,526,000	45,515	175,000
Nov. 2011	6.150%	9,012,000	9,012,000	1,534,113	710,000
Jun. 2012	10.875%	14,000,000	11,000,000	3,549,046	350,000
Sep. 2013	9.160%	9,000,000	6,000,000	631,361	225,000
Oct. 2015	9.400%	5,000,000	5,000,000	1,394,807	125,000
Dec. 2020	6.840%	7,000,000	7,000,000	579,030	175,000
Dec. 2021	7.380%	15,000,000	15,000,000	1,246,677	375,000
Apr. 2022	7.250%	16,500,000	16,500,000	720,837	412,500
Feb. 2023	6.680%	11,000,000	11,000,000	192,312	275,000
		126,512,000	95,610,000	18,187,760	3,222,500

For the debenture debt that matures in 2022 and 2023, there are debt charges recoverable from the Province of Newfoundland and Labrador for $5,393,674 and $7,271,158 respectively.

CITY OF ST. JOHN'S

Schedule of Long Term Debt

Year Ended December 31

Schedule 2

	Date of Maturity	Interest Rate	Amount Issued	Amount Outstanding	Current Portion due in 2004
CANADA MORTGAGE AND HOUSING CORPORATION					
Waterford Valley trunk sewer	Jan. 2006	5.125%	612,371	99,382	31,466
Mundy Pond trunk sewer	Jan. 2008	5.875%	78,830	21,984	3,903
Virginia Park trunk sewer	Apr. 2013	7.500%	104,408	57,428	4,032
Virginia Park trunk sewer	Mar. 2014	7.875%	157,908	94,702	5,680
Rennies River trunk sewer	Oct. 2014	10.375%	1,011,991	724,023	32,570
Rennies River trunk sewer	Oct. 2016	9.750%	681,350	513,034	18,355
Mundy Pond neighbourhood improvement program	Jan. 2006	10.375%	1,155,885	15,359	8,360
Wedgewood Park water and sewer	Jan. 2017	7.875%	12,410	8,592	354
Goulds water and sewer	Jul. 2007	10.000%	97,449	34,500	7,407
NEWFOUNDLAND MUNICIPAL FINANCING CORPORATION					
Harbourview water and sewer	Dec. 2004	11.500%	348,536	45,347	45,347
Kilbride water and sewer	Dec. 2005	13.875%	318,068	86,398	40,306
Airport Heights - Phase 1A	Nov. 2005	14.500%	3,162,759	682,629	438,987
Airport Heights - Phase 1B	Dec. 2005	13.875%	629,463	170,984	79,766
Airport Heights - Phase 2	Dec. 2006	12.375%	3,060,805	950,693	346,435
Pentanguishene- Phase 1	May 2007	11.500%	2,210,465	880,422	217,460
Pentanguishene- Phase 2	Dec. 2007	10.875%	1,762,291	764,715	161,963
1992 streets Reconstruction A	May 2004	10.625%	816,589	63,879	63,879
1992 streets Reconstruction B	May 2004	10.625%	239,203	18,712	18,712
1992 Airport Heights Phase 3	May 2009	10.625%	1,181,128	650,411	92,472
Shea Heights NIA	May 2004	10.625%	30,433	2,381	2,381
Softball Newfoundland	May 2004	10.625%	256,171	20,039	20,039
1993 Street Paving A	May 2004	10.625%	986,714	77,187	77,187
1993 Street Paving B	May 2004	10.625%	161,803	12,657	12,657
Softball Newfoundland	Dec. 2004	11.500%	102,633	16,130	16,130
Bridge Rehabilitation	Dec. 2004	11.500%	54,464	8,560	8,560

CITY OF ST. JOHN'S

Schedule of Long Term Debt
Year Ended December 31

Schedule 2
continued

	Date of Maturity	Interest Rate	Amount Issued	Amount Outstanding	Current Portion due in 2004
NEWFOUNDLAND MUNICIPAL FINANCING CORPORATION					
1994 street paving	Feb. 2006	9.750%	711,390	245,377	91,207
1995 street paving	Dec. 2006	8.375%	405,554	158,074	48,432
1993 Airport Heights Phase 4	Dec. 2009	11.500%	1,070,242	643,306	79,612
Goulds water and sewer	Dec. 2004	11.750%	283,403	19,187	19,187
Goulds water and sewer	Jun. 2006	12.375%	451,615	140,273	51,116
1991 studies	May 2010	10.875%	201,165	125,788	14,188
1991 studies B	Feb. 2011	9.750%	46,373	31,129	2,983
1991 studies C	Feb. 2006	9.750%	21,804	7,521	2,796
1997 streets	Jan. 2009	7.500%	165,603	105,822	16,196
1998 streets A	Dec. 2009	8.375%	264,132	183,442	24,661
1998 streets B	Dec. 2009	8.375%	104,868	72,832	9,791
1998 Retaining Wall	Dec. 2009	8.375%	31,942	22,184	2,982
1998 Bridge Rehabilitation	Sep. 2010	8.125%	189,044	147,142	16,345
1998 St. John's Rec. Centre	Sep. 2010	8.125%	60,361	46,982	5,219
Bay Bulls Road	Dec. 2004	11.500%	442,210	57,534	57,534
1997 Harbour Clean-up	Jan . 2014	7.500%	1,464,499	1,179,353	77,251
2001 Harbour Clean-up	Feb. 2014	7.500%	1,448,983	1,166,858	76,432
Higgins Line 2001	Dec. 2014	8.375%	574,858	482,721	28,160
Regional Water System	Dec. 2006	11.625%	525,950	185,225	54,911
1996 Capital Works	Jan. 2008	7.375%	2,012,777	1,086,360	211,784
Higgins Line 1997	Jun. 2013	7.375%	484,764	363,950	27,619
Fire equipment	Sept. 2011	7.750%	90,895	77,789	7,340
Mile One Stadium	Sept. 2016	7.750%	19,006,737	17,540,071	821,337
			49,293,296	30,109,068	3,501,491

CITY OF ST. JOHN'S

Schedule of Mortgages - Urban Living Non-Profit Housing

Year Ended December 31

Schedule 3

	Date of Maturity	Interest Rate	Amount Issued	Amount Outstanding
NEWFOUNDLAND AND LABRADOR HOUSING CORPORATION				
Hamlyn Road	Aug. 1, 2022	5.500%	2,207,290	1,739,229
Infill 1987	Apr. 1, 2023	5.500%	2,070,285	1,672,248
Gear Street - Infill 1988	Sept. 1, 2025	5.500%	1,929,560	1,648,777
Brookfield Road	Dec. 1, 2025	5.500%	2,187,293	1,883,865
Infill 1992	Dec. 1, 2028	5.500%	1,682,553	1,295,610
Infill 1990	Nov. 1, 2026	4.970%	1,628,008	1,362,838
Cochrane Street	Nov. 1, 2026	4.730%	745,887	610,233
Campbell Avenue	Feb. 1, 2028	4.700%	968,952	854,180
CANADA MORTGAGE AND HOUSING CORPORATION				
Rawlins Cross	Dec. 1, 2018	5.432%	1,249,485	919,978
Forest Road	Jan. 1, 2018	4.700%	1,647,890	1,159,903
Cuckholds Cove Road	Apr. 1, 2018	4.240%	804,200	573,311
Infill 1982	Jul. 1, 2018	5.560%	651,550	473,953
Hamilton Avenue - Riverhead Towers	Feb. 1, 2019	5.500%	3,736,230	2,755,102
Fahey's Row - Infill 1983	May 1, 2019	5.770%	962,163	746,522
Alexander Street - Hamilton Avenue	Jun. 1, 2019	5.770%	1,920,998	1,488,868
Carnell Street - Larkin Square	Jan. 1, 2020	6.450%	1,910,065	1,530,590
Goodview Street - Carter's Hill	Jan. 1, 2020	6.870%	1,406,630	1,131,096
Infill 1985	Apr. 1, 2021	5.900%	880,530	707,552
Carter's Hill - Sebastian Court	Aug. 1, 2021	5.500%	2,031,175	1,662,495
			30,620,744	24,216,350
Less: current portion				828,787
				23,387,563

Mortgages are secured by specific rental properties situated in St. John's and an assignment of rental income.

CITY OF ST. JOHN'S
Schedule of Revenue
Year Ended December 31

Schedule 4

	2003		2002
	Actual	Budget	Actual
	$	$	$
TAXATION			
Real property tax	**61,539,442**	61,200,600	60,123,786
Business tax	**16,507,501**	16,679,000	16,452,307
Utility tax	**5,116,499**	4,910,000	5,220,781
Business Improvement Area assessment	**-**	-	223,512
Accommodation tax	**1,301,351**	1,103,800	1,244,841
	84,464,793	83,893,400	83,265,227
GRANTS FROM OTHER GOVERNMENTS			
Government of Newfoundland and Labrador			
Municipal operating grant	**4,674,005**	4,674,000	4,674,004
Recovery of debt charges	**7,246,463**	7,679,530	7,228,103
Rental housing projects	**55,505**	55,500	55,505
Government of Canada	**10,718**	-	19,431
	11,986,691	12,409,030	11,977,043
SALES OF GOODS AND SERVICES			
Environmental health services			
Water tax - basic	**9,013,458**	8,875,000	8,915,351
- harbour clean-up	**1,630,903**	1,663,310	1,608,380
- water treatment facilities	**2,142,478**	2,000,000	2,113,794
Water sales	**2,299,453**	2,038,400	2,157,659
Tipping fees	**3,336,008**	3,100,000	3,123,626
Other	**106,449**	75,240	81,030
General government services	**817,840**	777,340	805,090
Transportation services			
Parking meters	**1,050,245**	960,500	1,000,411
Parking permits	**177,786**	216,500	214,939
Other	**60,957**	12,000	35,326
Recreation and cultural services	**722,019**	798,730	750,581
Other general services	**126,220**	93,760	115,893
	21,483,816	20,610,780	20,922,080

CITY OF ST. JOHN'S

Schedule of Revenue
Year Ended December 31

Schedule 4
continued

	2003 Actual $	Budget $	2002 Actual $
OTHER REVENUE FROM OWN SOURCES			
Interest on tax arrears	**1,913,289**	1,426,000	1,791,567
Fines	**2,028,383**	1,993,960	1,961,936
Construction and other permits	**1,878,040**	1,199,600	1,681,507
Interest earned	**336,363**	61,000	165,778
Business and amusement licenses	**107,331**	87,900	97,553
Rents, concessions and franchises	**49,265**	16,800	49,304
	6,312,671	4,785,260	5,747,645
GRANTS IN LIEU OF TAXES			
Government of Canada	**2,097,500**	2,000,000	2,112,963
Water Tax Grant	**977,939**	665,000	831,912
Government of Canada agencies	**539,124**	550,000	511,936
Government of Newfoundland and Labrador agencies	**60,190**	48,000	46,831
	3,674,753	3,263,000	3,503,642
OTHER TRANSFERS			
Transfer from capital fund			
Assessments for water, sewer and street improvements	**847,534**	800,000	441,725
Sub-Division assessments	**183,838**	100,000	116,452
	1,031,372	900,000	558,177

CITY OF ST. JOHN'S

Schedule of Expenditure
Year Ended December 31

Schedule 5

	2003		2002
	Actual	Budget	Actual
	$	$	$
GENERAL GOVERNMENT SERVICES			
Legislative	**795,420**	825,580	796,630
General government	**13,481,584**	13,387,920	11,536,573
Engineering services	**3,186,533**	3,136,670	2,923,117
Pensions and employee benefits - current	**1,681,653**	1,783,060	754,814
Other general government services	**198,045**	160,000	157,535
	19,343,235	19,293,230	16,168,669
FISCAL SERVICES			
Debenture debt charges			
Sinking fund payments	**3,235,000**	3,372,500	3,028,750
Sinking fund in lieu of interest	**2,276,550**	2,276,550	2,366,327
Interest	**7,916,556**	8,385,790	7,122,058
Discounts	**31,606**	31,610	32,480
Other long-term debt			
Principal	**3,819,316**	3,819,320	4,645,799
Interest	**2,798,376**	2,807,030	3,190,599
Interest on temporary bank loans	**40,967**	400,000	29,208
Other debt charges	**63,923**	76,500	120,126
	20,182,294	21,169,300	20,535,347
TRANSPORTATION SERVICES			
Road transport			
Administration	**1,794,495**	1,800,300	2,290,459
Snow clearing	**10,542,736**	9,968,160	9,787,741
Streets, roads and sidewalks	**3,785,776**	3,688,470	3,413,121
Maintenance depot	**1,367,771**	1,362,970	1,405,357
Traffic services	**909,784**	811,050	903,266
Street cleaning	**88,865**	89,860	72,138
	18,489,427	17,720,810	17,872,082
Street lighting	**3,199,160**	3,191,040	3,135,126
Parking meters	**76,523**	80,990	99,441
Transportation handicapped	**790,121**	700,000	639,933
	22,555,231	21,692,840	21,746,582

CITY OF ST. JOHN'S
Schedule of Expenditure
Year Ended December 31

Schedule 5
continued

	2003 Actual $	2003 Budget $	2002 Actual $
PROTECTIVE SERVICES			
Fire protection	**13,241,283**	13,000,340	12,297,571
Protective inspections	**2,346,835**	2,236,590	1,797,885
Traffic enforcement	**1,932,552**	2,003,500	1,936,247
Animal and pest control	**476,114**	471,620	482,395
	17,996,784	17,712,050	16,514,098
ENVIRONMENTAL HEALTH SERVICES			
Water supply and distributions	**8,884,607**	8,278,710	8,739,983
Garbage and waste collection and disposal	**4,511,723**	5,376,970	4,518,768
Sewage collection and disposal	**380,264**	432,830	510,626
	13,776,594	14,088,510	13,769,377
RECREATION AND CULTURAL SERVICES			
Parks and open spaces	**4,577,900**	4,524,840	4,250,619
Recreation	**3,555,309**	3,542,580	3,281,034
St. John's Memorial Stadium	**20,693**	22,200	16,839
Avalon Convention and Visitor's Bureau	**524,843**	450,000	497,448
Other recreation and cultural services	**757,198**	607,420	656,638
	9,435,943	9,147,040	8,702,578
ENVIRONMENTAL DEVELOPMENT SERVICES			
Environmental planning and zoning	**799,092**	825,210	819,647
Housing and real estate	**754,354**	776,700	761,500
Other environmental development services	**1,103,307**	1,313,200	1,025,791
	2,656,753	2,915,110	2,606,938
TRANSFERS TO RESERVES AND OTHER FUNDS			
Provision for uncollectible accounts	**1,459,384**	1,000,000	1,035,501
Contribution to capital fund for capital expenditures	**5,584,340**	5,565,190	10,984,040
Capital expenditure accounts	**936,169**	809,360	778,101
Transfer from Civic Centre financing reserve	**-**	-	(101,573)
Transfer to harbour clean-up reserve	**1,630,903**	1,663,310	1,072,704
Transfer to landfill capital improvements reserve	**1,725,998**	721,040	997,515
Provision for obsolete inventory	**243,544**	25,000	24,475
Deficit funding	**-**	1,000,000	-
Transfer to snow and ice reserve	**400,000**	400,000	400,000
Transfer to water treatment facility reserve	**2,142,478**	2,000,000	560,667
	14,122,816	13,183,900	15,751,430

CITY OF ST. JOHN'S

Schedule of Capital Expenditure
Year Ended December 31

Schedule 6

	2003 $	2002 $
LAND		
Expropriation, disturbances, street widening and improvement	**144,128**	98,344
BUILDINGS		
Municipal recreation facilities	**1,235,700**	946,083
City Hall	**1,357,425**	146,374
Depot	**217,975**	282,358
Fire stations	**3,411,168**	249,883
Robin Hood Bay	**119,051**	336,637
Goulds	**-**	14,144
Civic Centre	**717,871**	131,916
STREETS		
Reconstruction, paving and resurfacing, curb and sidewalks	**13,669,850**	5,416,329
Plans and studies	**-**	27,477
WATER AND SEWER		
Water mains and sanitary sewers	**6,645,357**	6,541,967
Harbour clean-up	**2,766,289**	488,613
Winsor Lake filtration plant	**4,050,156**	1,346,127
Regional water reservoir	**4,058,148**	994,515
EQUIPMENT		
Operating departments	**4,589,525**	3,839,764
Regional fire department	**540,799**	430,453
Regional water system	**30,688**	285,464
ST. JOHN'S TRANSPORTATION COMMISSION	**888,134**	737,112
ST. JOHN'S SPORTS & ENTERTAINMENT LTD.	**15,790**	152,505
	44,458,054	22,466,065

1. SIGNIFICANT ACCOUNTING POLICIES

The consolidated financial statements have been prepared in accordance with Canadian generally accepted accounting principles and reflect the following significant accounting policies:

Use of estimates

In preparing the City's financial statements in conformity with Canadian generally accepted accounting principles, management is required to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements, and reported amounts of revenue and expenses during the year. Actual results could differ from these estimates.

Basis of consolidation

The consolidated financial statements include all the fund accounts of the City, the St. John's Transportation Commission and St. John's Sports & Entertainment Ltd., which are wholly-owned and operated by the City. St. John's Sports & Entertainment Ltd. has a fiscal year end of May 31st, therefore these financial statements include the audited accounts of that operation for the five months ended May 31, 2003 and the unaudited accounts for the seven months ended December 31 2003. Inter-fund balances have been eliminated for consolidation.

Fund accounting

The accounts of the City are maintained in accordance with fund accounting principles. This system of accounts is followed in order to segregate the various operations of the City. These funds, as represented in the financial statements, are:

Capital and loan fund
Revenue fund
Sinking fund
Urban living non-profit housing fund

Cash and cash equivalents

Cash and cash equivalents include cash on hand, balances with banks (net of overdrafts) and short term deposits with original maturities of three months or less. Bank borrowings are considered to be financing activities.

Inventories
Inventories of material and supplies are carried at the lower of cost and net realizable value

Property and equipment

Property and equipment are recorded at cost. Funds received through cost sharing arrangements or capital grants are treated as additions to contributed surplus or investment in capital assets.

The City does not record the value of lands and service installations by developers in subdivisions vested in the City under the City of St. John's Act.

Except for property and equipment owned by St. John's Sports & Entertainment Ltd., the City does not record depreciation, but an amount equal to annual debt repayment is charged to operations and credited to investment in capital assets.

Investments in rental housing projects

Investments in rental housing projects are recorded at cost.

Bond discounts

Bond discounts are amortized in the revenue fund over the term of the bond issue.

Assessments

Assessments for water and sewer installations and street improvements are recorded on the accrual basis in the capital and loan fund. Assessments, when received, are recorded as a contribution to the revenue fund.

1. SIGNIFICANT ACCOUNTING POLICIES (continued)

Sinking funds

Sinking funds established for the retirement of debentures are held and administered by Royal Trust Company and accounted for in the City's records on a cash basis.

Reserve for harbour clean-up

The City has established a reserve to hold funds provided for the clean-up of St. John's harbour. Commencing in 1998, a portion of the water tax billings imposed on users is being allocated to the reserve. These funds are to be used to finance the capital works undertaken to improve environmental conditions in the harbour.

Reserve for landfill capital improvements

The City has established a reserve for landfill capital improvements to accumulate the net revenue received from users of the Robin Hood Bay landfill site. These funds are to be used to finance future capital works undertaken at the landfill site.

Reserve for water treatment facility

The City has established a reserve to hold funds provided for a new water treatment facility. Commencing in 2002, a portion of the water tax billings imposed on users is being allocated to the reserve. These funds are to be used to finance the capital works undertaken to build new water treatment facilities and enhancements to existing facilities.

Reserve for snow and ice management

The City has established a snow and ice management reserve to accumulate funds to be used in years of severe winter conditions to alleviate the financial impact on the City's operations.

Reserve for Civic Centre financing

The City has established a Civic Centre financing reserve to accumulate its share of revenue received from the accommodations tax. The accommodation tax, which was legislated effective January 1, 1999, represents a three percent room levy on all fixed roof accommodations in the City of St. John's.

Solid waste landfill closure and post-closure costs

The liability for closure and post-closure care of the City's Robin Hood Bay landfill is recognized as the landfill site's capacity is used. Closure costs are included in annual operating costs as each section of the landfill site is filled and placed out of service. The present value of the estimated annual post-closure costs is being accrued over the remaining life of the landfill site.

Severance pay

The City accounts for severance pay on the accrual basis and the amount is calculated based upon accumulated unused sick leave or on years of service. The amount is payable when the employee ceases employment with the City.

Accrued pension benefits

The cost and obligations of pension benefits earned by employees and members of council are actuarially determined using the accrued benefit method prorated on service and management's best estimate of assumptions of future investment returns for funded plans, salary changes and retirement ages of employees.

For the purpose of calculating the expected return on plan assets, those assets are valued at fair value.

The discount rate used for determining the benefit obligation is the expected rate of return on plan assets or the City's cost of borrowing.

Past service costs resulting from plan amendments are recognized at the date of amendment.

The excess of the net actuarial gain (loss) is amortized over the average remaining service period of active employees. The average remaining service period of the active employees covered by the employee plan is 15 years and for the mayor and councilors plan, 8 years.

1. SIGNIFICANT ACCOUNTING POLICIES (continued)

Employee future benefits

The City provides post retirement benefits in the form of extended life and health coverage to employees. The cost and obligations of these benefits earned by employees are actuarially determined using the accrued benefit method prorated on service and management's best estimate of assumptions and future claim rates and costs. The recording of these obligations and the resulting addition of $35,015,204 to the City's deficit (see notes 2 and 16) is required under Canadian generally accepted accounting principles for public sector entities. There is no requirement to fund these future obligations on a current basis.

2. CHANGES IN ACCOUNTING POLICY

During the year the City adopted the recommendations of the Public Sector Handbook Section 3250 with respect to post retirement benefits. As a result of this change, an adjustment was made to retroactively record the employee future benefits liabilities in the amount of $35,015,204 (2002 - $32,849,041) and decrease the excess of revenue over expenditure by $2,166,163 (2002 - $32,849,041). Furthermore, the City also retroactively adopted the recommendations of Section 3250 with respect to pension benefits pertaining to the plans administered for the Mayor and City Councillors. As a result of this retroactive change, an adjustment was made to decrease the accrued pension benefit asset by $1,503,800 (2002 - $1,429,000) and decrease the excess of revenue over expenditure by $74,800 (2002-$1,429,000)

3. RECEIVABLES

	2003	2002
	$	$
Accommodation tax	**325,122**	248,165
Advance payments from developers	**210,666**	213,610
Urban living non-profit housing		
Tenants' security deposits	**106,323**	105,663
	642,111	567,438

4. RESTRICTED CASH DEPOSITS

	2003	2002
	$	$
Accommodation tax	**325,122**	248,165
Advance payments from developers	**210,666**	213,610
Urban living non-profit housing		
Tenants' security deposits	**106,323**	105,663
	642,111	567,438

5. PROPERTY & EQUIPMENT

	2003	2002
	$	$
Land, buildings and permanent improvements	**368,218,700**	333,497,173
Equipment, vehicles and moveable plant	**42,456,352**	40,251,683
St. John's Memorial Stadium	**-**	1,500,000
Fire department property	**10,612,270**	6,660,302
Urban living non-profit housing	**30,875,547**	30,875,547
St. John's Transportation Commission	**18,789,019**	17,900,885
St. John's Sports & Entertainment Ltd.	**50,730,319**	50,815,086
	521,682,207	481,500,676

6. ACCRUED PENSION BENEFITS

	2003	2002
	$	$
Accrued pension benefits		
City of St. John's - Employees	**(1,190,675)**	7,015,774
City of St. John's - Mayor and Councillors	**(1,503,800)**	(1,429,000)
St. John's Transportation Commission	**2,236,956**	2,413,836
	(457,519)	8,000,610

6. ACCRUED PENSION BENEFITS (Continued)

Pension plans

The City maintains a defined benefit plan which provides pension benefits to its employees. The City also maintains a supplementary retirement arrangement for the members of Council. Both plans provide benefits based on length of service and average earnings.

Based on the actuarial valuation of the plans, completed as at December 31, 2003, the following results were obtained:

Accrued benefit obligation				
Balance, beginning of year	77,536,507	1,429,000	78,965,507	71,903,396
Current service cost	4,026,059	34,900	4,060,959	3,693,096
Interest cost	5,462,047	86,400	5,548,447	5,053,523
Benefits paid	(3,040,601)	(46,500)	(3,087,101)	(3,113,508)
Cost of plan amendments	7,696,080	-	7,696,080	-
Actuarial loss (gain)	4,397,557	(18,200)	4,379,357	-
Balance, end of year	96,077,649	1,485,600	97,563,249	77,536,507
Plan assets				
Fair value, beginning of year	79,615,511	-	79,615,511	83,029,953
Return on plan assets	8,626,883	-	8,626,883	(1,898,002)
Benefits paid	(3,040,601)	-	(3,040,601)	(3,113,508)
City contributions to plan	1,760,168	-	1,760,168	35,026
Employee contributions to plan	1,903,088	-	1,903,088	1,562,042
Fair value, end of year	88,865,049	-	88,865,049	79,615,511
Funded status - surplus (deficit)	(7,212,600)	(1,485,600)	(8,698,200)	650,004
Unamortized amounts	6,021,925	(18,200)	6,003,725	4,936,770
Accrued benefit asset (liability)	(1,190,675)	(1,503,800)	(2,694,475)	5,586,774
Significant assumptions used				
Discount rate	7%	7%		7%
Expected long term rate of return on plan assets	7%	7%		7%
Rate of compensation increase	4%	4%		4%
Average remaining service period of active employees	15 years	8 years		17 years
Net benefit expense for the year				
Current service cost	4,026,059	34,900	4,060,959	3,693,096
Interest cost	5,462,047	86,400	5,548,447	5,053,523
Amortization of gains/losses	280,397	-	280,397	(170,016)
Employee contributions	(1,903,088)	-	(1,903,088)	(1,745,318)
Expected return on plan assets	(5,594,879)	-	(5,594,879)	(5,759,021)
Cost of plan amendments	7,696,080	-	7,696,080	-
Net benefit expense	9,966,616	121,300	10,087,916	1,072,264

St. John's Transportation Commission

Defined benefit pension plans

The Commission maintains two defined benefit plans which provide pension benefits to its employees (union and non-union). The plans provide benefits based on length of service and average earnings.

Based on an actuarial valuation of the plans, completed as at January 1, 2003, the following results have been extrapolated for December 31, 2003:

	2003 $	2002 $
Accrued benefit obligation		
Balance, beginning of year	16,350,656	15,132,782
Current service cost	806,577	783,134
Interest cost	1,070,359	991,004
Benefits paid	(581,558)	(563,265)
Gain on benefit obligation	(977,145)	-
Participant contributions	7,773	7,001
Balance, end of year	16,676,662	16,350,656
Plan assets		
Fair value, beginning of year	16,307,475	17,318,925
Return on plan assets	1,950,531	(1,129,884)
Benefits paid	(581,558)	(563,265)
Employer contributions to plan	416,239	324,642
Employee contributions to plan	368,215	357,057
	18,460,902	16,307,475
Funded status - (deficit) surplus	1,784,240	(43,181)
Unamortized amounts	452,716	2,457,017
Accrued benefit asset	2,236,956	2,413,836
Significant assumptions used		
Discount rate	6.50%	6.50%
Expected long term rate of return on plan assets	6.50%	6.50%
Rate of compensation increase	4.50%	4.50%
Average remaining service period of active employees	16 years	17 years

6. ACCRUED PENSION BENEFITS (Continued)

	2003	2002
	$	$
Net benefit expense for the year		
Current service cost	814,350	790,135
Interest cost	1,070,359	991,004
Amortization of gains/losses	143,206	10,296
Employee contributions	(368,215)	(357,057)
Expected return on plan assets	(1,066,580)	(1,129,579)
Net benefit expense	593,120	304,799

7. EMPLOYEE FUTURE BENEFITS

Both the City and the Transportation Commission provide post-retirement health and life benefits to their employees. Based on the actuarial valuation of the plan, completed as at December 31, 2002 and extrapolated to December 31, 2003, the following results were obtained:

	City	Transportation Commission
	$	$
Accrued benefit obligation		
Balance, beginning of year	31,096,000	1,753,041
Current service cost	821,500	58,974
Interest cost	2,173,500	121,457
Estimated claims and expenses	(914,400)	(94,868)
Loss on benefit obligation	5,963,400	206,460
Balance, end of year	39,140,000	2,045,064
Funded status - (deficit) surplus	39,140,000	2,045,064
Unamortized amounts	(5,963,400)	(206,460)
Accrued benefit liability	33,176,600	1,838,604
Significant assumptions used		
Discount rate	6.10%	6.10%
Average remaining service period of active employees	17 years	17 years
Net benefit expense for the year		
Current service cost	821,500	58,974
Interest cost	2,173,500	121,457
Net benefit expense	2,995,000	180,431

8. REPLACEMENT RESERVE FUND

	2003	2002
	$	$
Urban living non-profit housing replacement reserve fund	261,056	408,275

The City has agreements with Canada Mortgage and Housing Corporation and Newfoundland and Labrador Housing Corporation which stipulates that cash be set aside for a replacement reserve fund.

9. PAYABLES AND ACCRUALS

	2003	2002
	$	$
Trade	14,337,698	10,291,116
Deposits and prepayments	4,414,922	4,167,240
Accrued interest	1,184,349	1,099,518
Other governments	96,093	113,593
	20,033,062	15,671,467

10. DEFERRED GRANTS

The Province of Newfoundland and Labrador has agreed to pay grants to the City as a share of water and sewer, street paving and reconstruction, and recreational facilities programs. The grants are payable by annual instalments and have maturity dates up to October 1, 2017.

	2003	2002
	$	$
Civic Centre	17,540,069	18,301,270
Water and sewer projects	20,747,828	15,034,885
Paving	2,202,228	3,304,950
Other	263,014	318,860
	40,753,139	36,959,965
Less: current portion	3,154,713	3,625,517
	37,598,426	33,334,448

11. DEBENTURE DEBT

	2003	2002
	$	$
Debentures outstanding	95,610,000	85,886,000
Less: debt charges recoverable from the Province of Newfoundland and Labrador	12,664,832	5,649,458
Less: sinking funds available	18,187,760	13,213,819
	64,757,408	67,022,723
Less: current portion	3,222,500	3,097,500
	61,534,908	63,925,223

The annual requirements over the next five years relating to scheduled sinking funds are as follows:

	$
2004	3,222,500
2005	3,222,500
2006	3,222,500
2007	3,222,500
2008	3,222,500

The Province's share of cost shared loan is recorded in the accounts of the City as debt charges recoverable and deferred grants. For the next five years the amounts are as follows:

	$
2004	585,025
2005	626,750
2006	671,454
2007	719,365
2008	770,698

Present projections indicate that sufficient funds will be available in the sinking funds to redeem all maturing bond issues.

Subsequent to year end, there was a $25,000,000 bond issue at 6.162% maturing February 26, 2024. The annual requirements relating to the scheduled sinking funds are not included above.

12. LONG TERM DEBT

	2003	2002
	$	$
Long term debt	30,109,064	33,928,384
Less: debt charges recoverable from the Province of Newfoundland and Labrador	28,099,919	31,354,040
	2,009,145	2,574,344
Mortgages - Urban living non-profit housing	24,216,350	25,003,816
St. John's Transportation commission	2,673,000	2,759,000
	28,898,495	30,337,160
Less: current portion	1,924,253	1,720,954
	26,974,242	28,616,206

Annual principal repayments over the next five years relating to retirement of long-term debt are as follows:

	Long Term Debt	Non-Profit Housing Mortgages	St. John's Transportation Commision	Province of Newfoundland Share	Net Amount
	$	$	$	$	$
2004	3,601,492	828,787	480,000	(2,584,242)	1,956,037
2005	3,223,427	875,085	446,000	(2,693,819)	1,850,693
2006	797,638	923,996	444,000	(2,554,548)	1,611,086
2007	2,390,475	971,668	399,000	(2,292,855)	1,472,188
2008	2,034,490	1,030,201	360,000	(1,938,299)	1,938,299

The Province's share of cost shared loans is recorded in the accounts of the City as debt charges recoverable and as deferred grants.

Mortgages of the Urban Living Non-Profit Housing Fund are secured by specific rental properties situated in St. John's and an assignment of rental income.

13. RESERVES

	2003	2002
	$	$
Sinking fund - reserve for retirement of debentures	**18,187,760**	13,213,819
Reserve for harbour clean-up	**6,104,912**	4,504,735
Reserve for landfill capital improvements	**4,951,338**	3,345,498
Reserve for water treatment facility	**-**	560,667
Urban living non-profit housing - replacement reserve	**261,056**	408,275
Reserve for snow and ice management	**800,000**	400,000
Reserve for Civic Centre financing	**440,783**	312,550
Reserve for capital	**74,068**	54,812
Reserve for uncashed coupons	**15,470**	29,736
Reserve for Robin Hood Bay post-closure costs	**16,934**	15,827
	30,852,321	22,845,919

14. INVESTMENT IN CAPITAL ASSETS

Balance, beginning of year	**266,221,903**	252,651,553
Add: Contributions from revenue fund for		
Capital expenditure out of revenue	**1,787,713**	1,843,907
Contribution for capital works program	**9,761,091**	11,577,912
Loan repayments	**5,538,572**	6,142,457
Contribution from sinking fund for debentures	**1,276,000**	1,919,000
Contribution from land fill capital improvements reserve	**119,051**	336,637
Contribution from reserve - harbour clean-up	**-**	535,676
Contribution from reserve - water treatment	**1,417,734**	1,346,127
Net assessments raised	**690,091**	374,643
Interest on assessments	**126,681**	109,711
Land sales	**73,693**	250,000
	287,012,629	277,087,623
Deduct: Contribution to revenue fund from water, sewer and street improvements	**816,772**	484,415
Disposal of property and equipment	**3,991,004**	10,381,305
	282,204,753	266,221,903

15. CONTRIBUTED SURPLUS

	2003	2002
	$	$
Balance, beginning of year	**58,844,180**	58,495,796
Contributions from		
Other	**1,746,541**	1,480,627
Disposals	**-**	(1,132,243)
Balance, end of year	**60,590,721**	58,844,180

16. SURPLUS (DEFICIT)

	2003	2002
	$	$
Deficit, beginning of year	**2,733,175**	(12,934,947)
Change in accounting policy (Note 2)	**(34,278,041)**	(22,926,012)
As restated	**(31,544,866)**	(35,860,959)
Excess of revenue over expenditure (expenditure over revenue)	**(9,163,812)**	4,316,093
Surplus (deficit), end of year	**(40,708,678)**	(31,544,866)
Surplus (deficit) arising from		
Operations	**1,493,156**	(663,960)
Accrued pension benefits	**(457,519)**	9,429,610
Employee future benefits	**(35,015,204)**	(34,278,041)
Severance pay accruals	**(6,729,111)**	(6,032,475)
	(40,708,678)	(31,544,866)

17. CHANGE IN NON-CASH OPERATING WORKING CAPITAL

	2003	2002
	$	$
Receivables	**414,802**	(1,089,171)
Inventories	**(136,844)**	(87,213)
Prepaid expenditures	**463,709**	(343,318)
Restricted cash deposits	**(74,673)**	1,410
Payables and accruals	**4,361,597**	(3,701,729)
	5,028,591	(5,220,021)

18. CONTINGENCIES AND COMMITMENTS

Expropriation and other claims

The City has received notices of claims of approximately $479,700. No provision has been made for these claims either because the City is not expected to incur any significant liability, or because an estimate of loss, if any, is not determinable at this time.

Lease commitments

Under the terms of long term operating leases on equipment, the City is required to make annual lease payments for the next four years as follows:

	$
2004	1,227,981
2005	1,045,110
2006	983,816
2007	43,129

Retirement benefits

The City provides a benefit to certain employees based upon the employee's length of service with the City. This benefit is payable only upon retirement. At December 31, 2003, the City is contingently liable for these benefits to a maximum of $4,599,139.

St. John's Sports & Entertainment Ltd.

Under an agreement with Maple Leaf Sports and Entertainment Limited for the period June 1, 2001 to May 31, 2005, St. John's Sports & Entertainment Ltd. has been granted the right to operate an American Hockey League franchise to be known as the St. John's Maple Leafs. In accordance with the terms of the agreement St. John's Sports & Entertainment Ltd. is committed to a minimum annual payment for $1,217,500 for franchise fees and $300,000 for management services to Maple Leaf Sports and Entertainment Ltd. St. John's Sports & Entertainment Ltd. makes these payments from operating funds. Under the terms of the same agreement Maple Leaf Sports and Entertainment Ltd. has agreed to pay a number of costs of the franchise operation, including player, coach and trainer salaries.

Greenbelt Tennis Club

The City has guaranteed a loan of $150,000 for the replacement of an air supported structure.

19. FINANCIAL INSTRUMENTS

Fair values of financial instruments are disclosed in the notes to the financial statements when they differ from the carrying amounts. Where amounts receivable and payable are subject to normal credit terms, their carrying amount is used as an approximation of their fair values.

20. COMPARATIVE FIGURES

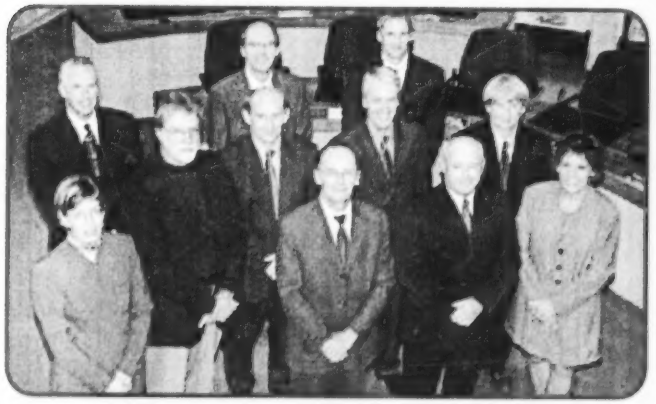
Certain of the comparative figures have been reclassified to conform with the current year's presentation.

City Council

Seated (l-r):
Deputy Mayor Gerry Colbert, Councillor Kevin Breen (Ward 4), Mayor Andy Wells, Councillor John Dinn (Ward 5), Councillor Shannie Duff (At Large)

Standing (l-r):
Councillor Dennis O'Keefe (At Large), Councillor Keith Coombs (Ward 3), Councillor Sandy Hickman (At Large), Councillor Art Puddister (Ward 1), Councillor Frank Galgay (Ward 2), Councillor Paul Sears (At Large)

Chief Commissioner and Directors



Back (l-r):
Robert Bishop - Director, Finance and City Treasurer; Paul Mackey - Director, Public Works and Parks; Kevin Breen - Director, Human Resources

Middle (l-r):
Elizabeth Lawrence - Director, Economic Development, Tourism and Culture; Neil Martin - Associate Commissioner / Director of Corporate Services & City Clerk; Michael Dwyer - Director, Regional Fire Services; David Blackmore - Director, Building and Property Management; Cliff Johnson - Director of Planning

Front (l-r):
Ron Penney - Chief Commissioner and City Solicitor; Art Cheeseman - Associate Commissioner / Director, Engineering; and Jill Brewer - Director, Recreation

Contacting City Hall

Mayor and Members of Council

Mayor Andy Wells
Tel: 576-8477 , Fax: 576-8250

Deputy Mayor Gerry Colbert
Tel: 576-7689 , Fax: 576-8474

Councillor Art Puddister (Ward 1)
Tel: 576-2332 , Fax: 576-8474

Councillor Frank Galgay (Ward 2)
Tel: 576-8577 , Fax: 576-8474

Councillor Keith Coombs (Ward 3)
Tel: 576-8643 , Fax: 576-8474

Councillor Kevin Breen (Ward 4)
Tel: 576-2383 , Fax: 576-8474

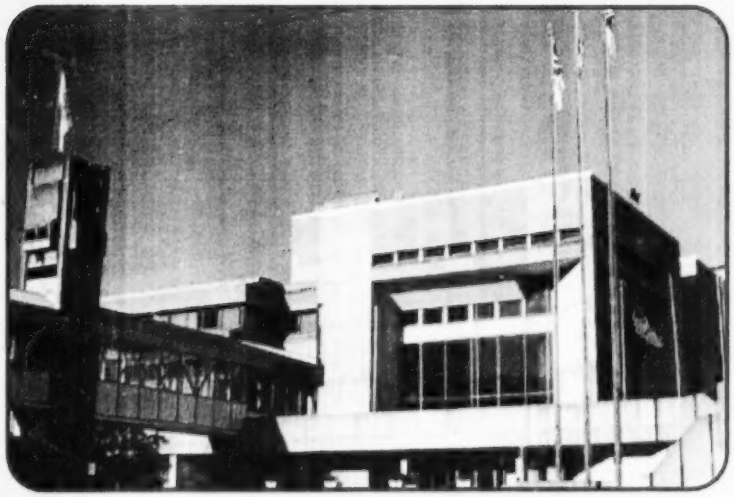
Councillor John Dinn (Ward 5)
Tel: 576-8584 , Fax: 576-8474

Councillor Shannie Duff (At Large)
Tel: 576-8583 , Fax:576-8474

Councillor Sandy Hickman (At Large)
Tel: 576-8045 , Fax: 576-8474

Councillor Paul Sears (At Large)
Tel: 576-8219 , Fax: 576-8474

Councillor Dennis O'Keefe (At Large)
Tel: 576-8567 , Fax: 576-8474



FREQUENTLY CALLED NUMBERS

General Inquiries/Service Requests:	754-CITY (2489)
City Hall (9:00 am - 4:30 pm):	576-8600
After Hours/Emergency:	754-CITY (2489)
Downtown Snow Removal:	576-SNOW (7669)
Tourist Information:	576-8106

MAILING ADDRESS
City of St. John's
P.O. Box 908
St. John's, NL Canada
A1C 5M2

WEB SITE
www.stjohns.ca